

DEFECT INFORMATION REPORT

99V-336 01  
.001

Daewoo Motor Company, Ltd. has determined that a defect related to motor vehicle safety exists in certain vehicles it manufactured and imported into the United States.

The manufacturer of the vehicles is Daewoo Motor Company Ltd., Seoul, South Korea. The designated agent for the manufacturer is Kwang Sup Hwang, Manager, North American Certification, Daewoo Motor Company, Ltd., Technical Office, L.A., 400 S. Etiwanda Avenue, Ontario CA 91761.

The motor vehicles potentially containing the defect are Daewoo Lanos's built between October 14, 1997 and September 27, 1999 equipped with alloy wheels.

2,811 potentially affected vehicles were sold in the United States (excluding Puerto Rico). Daewoo Lanos vehicles are imported into Puerto Rico by another corporation distributorship. Daewoo Motor Company Ltd. in South Korea has notified the Puerto Rico distributor that some of the Lanos vehicles sold there may contain the same safety related defect.

Daewoo does not know how many of the potentially affected vehicles may contain the defect; therefore, Daewoo will offer the remedy to owners of all potentially affected vehicles.

The alloy wheels on the identified Lanos vehicles were changed in production and were manufactured without steel bushing inserts around the wheel bolt openings. The absence of the steel bushings allows friction between the wheel bolt seats and the wheel bolts that can result in the bolts loosening during hard braking if the bolts are not torqued more tightly during the manufacturing process to compensate for the absence of the steel bushings. The potential consequence of the defect is that an alloy wheel without steel bushings and with insufficiently torqued bolts could detach from the vehicle.

In August 1999, DWMC received one report of loose wheel bolts from Canada. DWMC conducted an internal investigation to determine whether the loose wheel bolt report was attributable to a design or manufacturing defect. DWMC has now determined that the potential for wheel separation exists as a result of the combination of the absence of steel bushings in the alloy wheels, coupled with the level of bolt torque provided during the manufacturing process, which was not increased to compensate for the absence of the steel bushings.

Daewoo will notify all owners of potentially affected vehicles. Daewoo will retorque the wheel bolts and will update the Owner's Manual wheel bolt torque specification.

The following draft notices are attached for NHTSA's review and comment:

Dealer Notification Letter  
Owner Notification Letter  
Recall Bulletin  
Recall Schedule

Daewoo Motor America, Inc.  
Customer Relations Department  
1085 W. Victoria St.  
Compton, CA 90229  
Telephone: 1-877-GO-DAEWOO (1-877-463-2366)

99V- 336  
.001

12



Customer Name  
Address  
City, ST Zip

Vehicle Identification Number: KLATCXXXXXXXXXXXX

November 22, 1999

Recall Campaign No. 99V-336

**Safety Recall: Lance Wheel Bolt Torque Specification**

Dear Lance Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daewoo Motor America, Inc. has determined that a defect which relates to motor vehicle safety exists in certain 1998, 1999 and 2000 Lance vehicles equipped with alloy wheels manufactured from October 14, 1997 to September 28, 1999. This defect is the result of incorrect torque specifications for the wheel bolts of the original equipment alloy wheels on your vehicle. As a result, your vehicle may exhibit loosening of the wheel bolts when operated under severe conditions which could result in loss of vehicle control and an accident. To correct the wheel bolt torque concern and to eliminate the possibility of the wheel bolts loosening during vehicle operation, a Daewoo technician will loosen and then re-torque the bolts to an increased torque specification.

Please contact your Daewoo Store/Dealer as soon as possible to arrange a service appointment. Instructions for conducting this correction have been sent to your Store/Dealer. No replacement parts are needed for this correction. The labor time necessary to perform this service is approximately twelve (12) minutes. Additionally, your Store/Dealer will update your Owner's Manual with the correct wheel bolt torque specifications during your visit.

Your Daewoo Store/Dealer is fully prepared and will provide this service to your vehicle as promptly as possible. If, however, you take your vehicle to your Store/Dealer on the scheduled service date and you have a problem with obtaining the corrective service on that date, we recommend you contact the Daewoo Customer Assistance Center toll-free at 1-877-GO-DAEWOO, (1-877-463-2366). A Daewoo representative will arrange for prompt attention to your vehicle.

If you are still unable to have the remedy completed on your vehicle without charge and within a reasonable time after contacting your Store/Dealer and the Daewoo Customer Assistance Center, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington D.C. 20590 or call 1-800-424-9393 (Washington D.C. residents use 1-202-368-0123).

The attached owner reply card identifies your vehicle. Presenting the card at the time of your service will assist your Daewoo Store/Dealer in making the correction in the shortest time possible. If you have sold or traded your vehicle, please let us know by completing the enclosed postage-paid reply card and returning it to us.

We sincerely regret any inconvenience this situation may cause you. However, your safety is one of our primary concerns. Thank you for attending to this important matter without delay.

DAEWOO CUSTOMER RELATIONS

99V- 336 (03)  
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Bulletin No.	RSB-002-99	Description	Alloy Wheel Bolt Torque
Model(s)	1998-2000 Lanos with Alloys	Group	Campaigns
Date	December 3, 1999	Reference	T99-2-02
VIN Range	See Attached	Prod. Dates	N/A

Daewoo Motor America has determined that a defect related to motor vehicle safety exists in certain 1998 to 2000 Lanos models equipped with alloy wheels. There is a possibility that the vehicle may exhibit loosening of the wheel bolts when it is operated under severe conditions. If this were to happen, it is possible that a loss of vehicle control could occur resulting in a vehicle crash.

To eliminate the possibility of the wheel bolts loosening during vehicle operation, Daewoo has increased the wheel bolt torque specification from 66 lb. ft. (90 N·m) to 88 lb. ft. (120 N·m). To ensure that the wheel bolts are correctly tightened, Daewoo will recall all alloy wheel equipped Lanos models and will re-torque the wheel bolts to the increased specification. All unsold new vehicles in Store/Independent Dealer's possession and subject to this campaign must be held and inspected/repaired per the service procedure provided in this campaign bulletin before the vehicles are sold.

Additionally, the Lanos Owner's Manual will be updated when the customer visits the servicing Store/Independent Dealer through the application of adhesive backed label(s) on the affected Owner's Manual pages.

Stores/Independent Dealers are to service all vehicles subject to this campaign at "No Charge" to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Current Lanos owners will be notified in writing and will be calling to schedule an appointment to have their wheel bolts re-torqued.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your Store/Dealership for service in the future, please take the steps necessary to be sure the campaign corrections have been made before selling or releasing the vehicle.

#### Wheel Bolt Re-torque Procedure:

1. Loosen each wheel bolt 1/2 turn (180°).
2. In a crossing pattern, torque the wheel bolts.

#### Torque Specification:

88 lb. ft. (120 N·m)

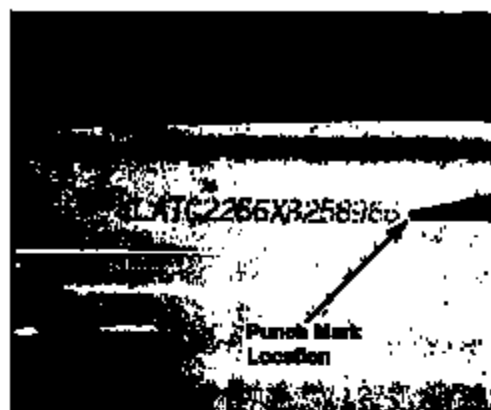
Circulate To:

<input checked="" type="checkbox"/> General Manager	<input checked="" type="checkbox"/> Technician(s)	<input checked="" type="checkbox"/> Body Shop Manager	<input type="checkbox"/>
<input checked="" type="checkbox"/> Service Manager	<input checked="" type="checkbox"/> Service Advisor	<input checked="" type="checkbox"/> Parts Manager	<input type="checkbox"/>

**Description: Alloy Wheel Bolt Torque**

Page 2 of 2

3. Raise the hood and place a punch mark in the bulkhead approximately 1/4 inch to the right of the VIN in the engine compartment as shown.
4. Close the hood and insure that it is properly secured.



5. Locate the vehicle Owner's Manual and apply the correct publication revision label(s) that correspond to the model year of the vehicle.

**Pages to be Revised****1998 and 1999 Lancos:**

- Section 7, Page 4, Column 3 (CAUTION and Steps 12 & 13)
- Section 7, Page 5, Column 1 (Step 14)

**2000 Lancos:**

- Section 7, Page 5, Column 1 (Step 15)

**Parts Information:**

<u>Part Name</u>	<u>Part Number</u>	<u>Qty. Req'd</u>
1998-99 Label, Page 7-4	KPT99-00002	1
1998-99 Label, Page 7-5	KPT99-00003	1
	- or -	
2000 Label, Page 7-5	KPT00-00004	1

**Warranty Claim Information:**

<u>Operation Code</u>	<u>Operation Description</u>	<u>Labor Time</u>
R924056	Re-Torque, Alloy Wheel Lug Bolts and Update Vehicle Owner's Manual	0.2 hr / veh.

**Claim Type:** 51 - In-Service Vehicles  
53 - Stock Vehicles

**Campaign Number:** 99V-336

**Nature Code:** N57

**Cause Code:** R24

**Causal Part Number:** 98265915

&lt;&lt;Date&gt;&gt;

&lt;&lt;Store&gt;&gt;

&lt;&lt;Address&gt;&gt;

&lt;&lt;City&gt;&gt;, &lt;&lt;State&gt;&gt; &lt;&lt;Zip&gt;&gt;

To &lt;&lt;Store General Manager&gt;&gt;,

Daewoo Motor America has determined that a defect which relates to motor vehicle safety exists in certain 1998, 1999 and 2000 Lanos models equipped with alloy wheels manufactured from October 14, 1997 to September 28, 1999. These vehicles may exhibit loosening of the wheel bolts when operated under severe conditions. To eliminate the possibility of this occurring, Daewoo is implementing a recall action where Stores/Independent Dealers are to loosen and then re-torque the wheel bolts to an increased torque specification. Also, the vehicle Owner's Manual will be updated with the revised torque specification. Additionally, the applicable Service Manuals will be revised to include the new torque specification (refer to Technical Service Bulletin #TSB-004-99, "Lanos Wheel Bolt Torque Specification").

Current affected Daewoo Lanos owners are being notified by mail about this recall action. You should immediately begin planning for the scheduling of service appointments. NHTSA regulations state that once a customer agrees to an appointment date to have a recall performed, the Store/ Independent Dealer has only three (3) days from that original appointment date to complete the recall.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to provide the prescribed repair to their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to alloy wheel equipped Lanos owners, they are being instructed to contact the Daewoo Customer Assistance Center if their Store/Independent Dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is still not remedied within a reasonable time, they are instructed how to contact the National Highway Traffic Safety Administration.

The process of re-torquing the alloy wheels and updating the Owner's Manual for all stock and demonstrator vehicles should also commence immediately. Lanos models subject to this recall action must not be sold or delivered until the update has been completed.

A Recall Service Bulletin has been enclosed for your reference which describes, in detail, the process for completing the wheel re-torque. A list of the affected Lanos Vehicle Identification Numbers (VIN's) specific to your Store/Independent Dealer is also included for your reference.

It is imperative that all warranty claims be submitted in a timely fashion to allow us to properly track the completion of this recall action.

Thank you for your immediate attention to this important matter.

Sincerely,

Daewoo National Parts & Service Division

cc: <<Store/Franchise Dealer Parts & Service Manager>>

**DEFECT INFORMATION REPORT**

Daewoo Motor Company, Ltd. has determined that a defect related to motor vehicle safety exists in certain vehicles it manufactured and imported into the Puerto Rico.

The manufacturer of the vehicles is Daewoo Motor Company Ltd., Seoul, South Korea. The designated agent for the manufacturer is Kwang Sup Hwang, Manager, North American Certification, Daewoo Motor Company, Ltd., Technical Office, L.A., 400 S. Etiwanda Avenue, Ontario CA 91761.

The motor vehicles potentially containing the defect are Daewoo Lanos's built between June 3, 1997 and September 27, 1999 equipped with alloy wheels.

1,634 potentially affected vehicles were sold in the Puerto Rico. Daewoo does not know how many of the potentially affected vehicles may contain the defect; therefore, Daewoo will offer the remedy to owners of all potentially affected vehicles.

The alloy wheels on the identified Lanos vehicles were changed in production and were manufactured without steel bushing inserts around the wheel bolt openings. The absence of the steel bushings allows friction between the wheel bolt seats and the wheel bolts that can result in the bolts loosening during hard braking if the bolts are not torqued more tightly during the manufacturing process to compensate for the absence of the steel bushings. The potential consequence of the defect is that an alloy wheel without steel bushings and with insufficiently torqued bolts could detach from the vehicle.

In August 1999, DWMC received one report of loose wheel bolts from Canada. DWMC conducted an internal investigation to determine whether the loose wheel bolt report was attributable to a design or manufacturing defect. DWMC has now determined that the potential for wheel separation exists as a result of the combination of the absence of steel bushings in the alloy wheels, coupled with the level of bolt torque provided during the manufacturing process, which was not increased to compensate for the absence of the steel bushings.

Daewoo will notify all owners of potentially affected vehicles. Daewoo will retorque the wheel bolts and will update the Owner's Manual wheel bolt torque specification.

The following draft notices are attached for NHTSA's review and comment:

Dealer Notification Letter  
Owner Notification Letter  
Recall Bulletin  
Recall Schedule

&lt;&lt;Date&gt;&gt;

&lt;&lt;Dealer&gt;&gt;

&lt;&lt;Address&gt;&gt;

&lt;&lt;City&gt;&gt;, &lt;&lt;State&gt;&gt; &lt;&lt;Zip&gt;&gt;

To &lt;&lt;Dealer Principle&gt;&gt;,

Daewoo Motor de Puerto Rico has determined that a defect which relates to Federal Safety Standards exists in certain 1988, 1999 and 2000 Lanos models equipped with alloy wheels manufactured from June 3, 1997 to September 28, 1999. These vehicles may exhibit loosening of the wheel bolts when operated under severe conditions. To eliminate the possibility of this occurring, Daewoo is implementing a recall action where Dealers are to loosen and then re-torque the wheel bolts to an increased torque specification. Also, the vehicle Owner's Manual will be updated with the revised torque specification. Additionally, the applicable Service Manuals will be revised to include the new torque specification (refer to Technical Service Bulletin, "Lanos Wheel Bolt Torque Specification").

Current affected Daewoo Lanos owners are being notified by mail about this recall action. You should immediately begin planning for the scheduling of service appointments. NHTSA Regulations State that once a customer agrees to an appointment date to have a recall performed, the Dealer has only three (3) days from that original appointment date to complete the recall.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.



To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to provide the prescribed repair to their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to alloy wheel equipped Lanos owners, they are being instructed to contact the Customer Service of Daewoo Motor de Puerto Rico if their Dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is still not remedied within a reasonable time, they are instructed how to contact the National Highway Traffic Safety Administration.

The process of re-torquing the alloy wheels and updating the Owner's Manual for all stock and demonstrator vehicles should also commence immediately. Lanos models subject to this recall action must not be sold or delivered until the update has been completed.

A Recall Service Bulletin has been enclosed for your reference, which describes, in detail, the process for completing the wheel re-torque. A list of the affected Lanos Vehicle Identification Numbers (VIN's) specific to your Dealer is also included for your reference.

It is imperative that all warranty claims be submitted in a timely fashion to allow us to properly track the completion of this recall action.

Thank you for your immediate attention to this important matter.

Sincerely,

Jose R. Soltero

Director, Service & Logistics

cc: <<Dealer Parts & Service Director / Manager>>

Customer Name  
Address  
City, ST Zip

Vehicle Identification Number: KLATCXXXXXXXXXXXXX

December 2, 1999

Recall Campaign No. \_\_\_\_\_

**Safety Recall: Lanos Wheel Bolt Torque Specification**

Dear Lanos Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daewoo Motor America, Inc. has determined that a defect which relates to Federal safety standards exists in certain 1996, 1999 and 2000 Lanos vehicles equipped with alloy wheels manufactured from June 3, 1997 to September 28, 1999. This defect is the result of incorrect torque specifications for the wheel bolts of the original equipment alloy wheels on your vehicle. As a result, your vehicle may exhibit loosening of the wheel bolts when operated under severe conditions which could result in loss of vehicle control and an accident. To correct the wheel bolt torque concern and to eliminate the possibility of the wheel bolts loosening during vehicle operation, a Daewoo technician will loosen and then re-torque the bolts to an increased torque specification.

Please contact your Daewoo Dealer as soon as possible to arrange a service appointment. Instructions for conducting this correction have been sent to your Dealer. No replacement parts are needed for this correction. The labor time necessary to perform this service is approximately twelve (12) minutes. Additionally, your Dealer will update your Owner's Manual with the correct wheel bolt torque specifications during your visit.

Your Daewoo Dealer is fully prepared and will provide this service to your vehicle as promptly as possible. If, however, you take your vehicle to your Dealer on the scheduled service date and you have a problem with obtaining the corrective service on that date, we recommend you contact the Daewoo Customer Satisfaction at telephone (787) 274-1585. A Daewoo representative will arrange for prompt attention to your vehicle.

If you are still unable to have the remedy completed on your vehicle without charge and within a reasonable time after contacting your Dealer and the Daewoo Customer Satisfaction, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington D.C. 20590 or call 1-800-424-9393 (Washington D.C. residents use 1-202-368-0123).

This letter identifies your vehicle. Presenting the letter at the time of your service will assist your Daewoo Dealer in making the correction in the shortest time possible. If you have sold or traded your vehicle, please let us know by completing the enclosed postage-paid reply card and returning it to us.

We sincerely regret any inconvenience this situation may cause you. However, your safety is one of our primary concerns. Thank you for attending to this important matter without delay.

Sincerely,

Jose R. Soltero  
Director, Service & Logistics

## Lanos Wheel Bolt Recall Schedule

[illegible]



99U-336.002 04

Bulletin No.:	RSB-002-99	Description:	Alloy Wheel Bolt Torque
Model(s):	1998-2000 Lanos with Alloys	Group:	Campaigns
Date:	November 29, 1999	File no.:	T99-2-02
VTS Range:	See Attached	Recall Dates:	N/A

Daewoo Motors America has determined that a defect related to motor vehicle safety exists in certain 1998 to 2000 Lanos models equipped with alloy wheels. There is a possibility that the vehicle may exhibit loosening of the wheel bolts when it is operated under severe conditions. If this were to occur, it is possible that a loss of vehicle control could occur resulting in a vehicle crash.

To eliminate the possibility of this occurring, Daewoo has increased the wheel bolt torque specification from 66 lb. ft. (90 N·m) to 88 lb. ft. (120 N·m). To ensure that the wheel bolts are correctly tightened, Daewoo will recall all alloy wheel equipped Lanos models and will re-torque the wheel bolts to the increased specification.

All unsold new vehicles in Store/Independent Dealer's possession and subject to this campaign must be held and inspected/repared per the service procedure provided in this campaign bulletin before the vehicles are sold.

Additionally, the Lanos Owner's Manual will be updated when the customer visits the servicing Store/Independent Dealer through the application of adhesive backed label(s) on the affected Owner's Manual pages.

Stores/Independent Dealers are to service all vehicles subject to this campaign at "No Charge" to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Current Lanos owners will be notified in writing and will be calling to schedule an appointment to have their wheel bolts re-torqued.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your Store/Dealership for service in the future, please take the steps necessary to be sure the campaign corrections have been made before selling or releasing the vehicle.

#### Wheel Bolt Re-torque Procedure:

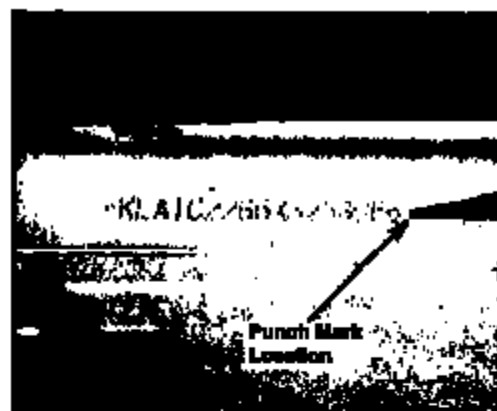
1. Loosen the wheel bolts.
2. Insure that the wheel is correctly positioned on the wheel hub.
3. In a crossing pattern, tighten the wheel bolts.
4. Rotate the wheel and verify uniform rotation.

#### Torque Specification:

**88 lb. ft. (120 N·m)**

Circulate To:	<input checked="" type="checkbox"/> General Manager	<input checked="" type="checkbox"/> Technician(s)	<input checked="" type="checkbox"/> Body Shop Manager	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Service Manager	<input checked="" type="checkbox"/> Service Advisor	<input checked="" type="checkbox"/> Parts Manager	<input type="checkbox"/>

5. Raise the hood and place a punch mark in the bulkhead approximately 1/4 inch to the right of the VIN in the engine compartment as shown.
6. Close the hood and insure that it is properly secured.



7. Locate the vehicle Owner's Manual and insert the publication revision label(s) which corresponds to the model year of the vehicle that you are performing the recall action.

#### Pages to be Revised

##### 1998 and 1999 Lanos:

- Section 7, Page 4, Column 3 (CAUTION and Steps 12 & 13)
- Section 7, Page 5, Column 1 (Step 14)

##### 2000 Lanos:

- Section 7, Page 5, Column 1 (Step 15)

#### Parts Information:

Part Name	Part Number	Qty. Req'd
1998-99 Label, Page 7-4		1
1998-99 Label, Page 7-5		1
- or -		
2000 Label, Page 7-5		1

#### Warranty Claim Information:

Operation Code	Operation Description	Labor Time
R924055	Re-Torque, Alloy Wheel Lug Bolts	0.2 hr / veh.

Causal Part Number: 98265915

Nature Code: N57

Cause Code: R24

Campaign Number: ???-???

Claim Type: 51 (Campaign Claim)